

From: Gary Heine/=TMS/Toyota.

Sent:8/28/2007 11:30 AM.

To: [-] Jeff Northrup/=TMS/Toyota@Toyota.

Cc: [-] .

Bcc: [-] .

Subject: Re: Fw: Monthly Meeting - Document.

Jeff,

Yes I recall the conversations well. The issues I did not mark were one's planned to let drop to the lower priority. I plan to attend

Regards,

Gary Heine

Quality Assurance Powertrain Manager

Toyota Customer Services Division

O- 310 468 2521

C- 310 977 0860

F- 310 381 7783

Jeff Northrup/TMS/Toyota

08/28/2007 11:24 AM

To Gary Heine/TMS/Toyota@Toyota

cc

Subject Re: Fw: Monthly Meeting - Document

Gary,

First of all, you don't need to send this to me. If you recall, last month when I sent the final summary to Buzzmetric's, (all QA Groups were CC'd) I advise them that in order to avoid the delays in getting this information back to them in a timely manner, we have changed our approach. I included the following statement:

" If a department is not available to attend the meetings we will mark their issues on a "Low Priority" automatically. I will then distribute the final summary to each department right after the meeting. If they want to change the ratings they can forward their changes to you directly via email."

This process eliminates the need to send me your updates. However, this doesn't mean you can elect not to send someone to the regular meetings. Our upper management fully expects all QA Departments to support and use the Buzzmetrics program. I've been assigned the distinct pleasure of being the QA Manager charged with the responsibility of making sure the program is used and is available to all groups. These meeting is just another step in ensuring we take full advantage of the program. It is also an excellent opportunity to make sure Buzzmetric's is focusing on the issues that are important to each QA groups.

Also as a side note, I reviewed the list you provided and the following issues do not have a priority rating placed on them. Issue #'s 7, 21, 86, 115, 122, 136, and 141. I believe all of these are PT concerns.

Jeff Northrup

QA Manager -- Body/Paint & TAS Operations & Nielsen /Buzzmetric Program Manager

Product Quality & Service Support

(310) 468-2506 Phone

(310) 977-0869 Cell

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Gary Heine/TMS/Toyota
08/28/2007 10:14 AM
To Jeff Northrup/TMS/Toyota@Toyota
cc
Subject Re: Fw: Monthly Meeting - Document

Hopefully I did it correct

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
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C- 310 977 0860
F- 310 381 7783

Jeff Northrup/TMS/Toyota
08/28/2007 07:44 AM
To Gary Heine/TMS/Toyota@Toyota, Russell Suzuki/TMS/Toyota@Toyota, Howard
Abrahams/TMS/Toyota@Toyota, Tom Krembs/TMS/Toyota@Toyota
cc Randy Reida/TMS/Toyota@Toyota, Mike Robinson/Mobile/Toyota@Toyota, bob nagai, Greg
Bryan/TMS/Toyota@Toyota
Subject Fw: Monthly Meeting - Document

QA Managers,

Attached to Julie's email below is the discussion topic's for tomorrow's monthly meeting with Buzzmetrics. Please ensure someone attends from each department to provide input on the priority rating you want to place on each issue and bring up any new issues you want them to focus on in the coming month.

Jeff Northrup
QA Manager -- Body/Paint & TAS Operations
Product Quality & Service Support
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----- Forwarded by Jeff Northrup/TMS/Toyota on 08/28/2007 07:40 AM -----

"Julie Enzweiler" <Julie.Enzweiler@buzzmetrics.com>
08/27/2007 07:33 PM
To <Jeff_Northrup@toyota.com>
cc
Subject Monthly Meeting - Document

Hi Jeff,

Attached is the updated report that we will be discussing at our monthly meeting on Wednesday.

Thanks,
Julie

Julie A. Enzweiler
Senior Research Analyst

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